

Southern Area Interagency Mobilization Guide

Chapter 30 – Organization

31 NATIONAL MULTI-AGENCY COORDINATING (NMAC) GROUP ORGANIZATION

During National Preparedness Levels 4 and 5, the National MAC Group is activated and twice daily briefings are conducted to establish national priorities and provide national leadership and direction to wildland fire activities.

For a list of current members, refer to Chapter 30 of the National Interagency Mobilization Guide.

32 MULTI-AGENCY COORDINATING GROUP (MAC)

32.1 ACTIVATING A MAC GROUP

A MAC Group and supporting organization would normally be activated when the character and intensity of the emergency situation significantly impacts or involves other agencies. The MAC group is comprised of top management level personnel from those agencies who have jurisdictional responsibility and those that are heavily supporting the effort or may be significantly impacted by lack of local resources. Each of the members of the MAC Group should have delegated authority from their respective Agency Administrators for the following responsibilities:

- A. Prioritize incidents.
- B. Ensure that the collective situation and resource situation status is provided and current, by agency.
- C. Anticipate future resource needs.

32.2 ROLE OF THE MAC GROUP

Activation of a MAC group improves interagency coordination at top management levels and provides for allocation and timely commitment of multi-agency emergency resources on any incident. Participation by multiple agencies in the MAC effort will improve:

- A. Overall situation status information.
- B. Incident priority determination.
- C. State and Federal disaster coordination.
- D. Political interfaces.
- E. Overall coordinated information provided to the media and agencies involved.

32.3 DUTIES OF MAC GROUP COORDINATOR

The MAC Group Coordinator serves as a facilitator for multi-agency decision making. The position provides expertise in obtaining and summarizing information that affects key multi-agency decisions at the agency administrator level. Duties and functions of the position are to:

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- Fill and supervise necessary support positions, as needed, in accordance with coordination complexity.
- Arrange for and manage facilities and equipment necessary to carry out MAC Group functions.
- Facilitate the MAC group decision process by ensuring development and display of information that will assist agency administrators or their representatives in keeping abreast of the total situation. Provide the data necessary for astute priority setting, allocation of resources, and other collective decisions.
- Implement decisions of the MAC group.

33 INCIDENT SUPPORT ORGANIZATION

Refer to the National Mobilization Guide.

Agency administrators are responsible for emergency operation. They provide general guidance and interact with the MAC Group. Typically some or all of their responsibilities are delegated to personnel who can devote more complete attention to the situation. Often the unit Fire Management Officer (FMO) has responsibility for the **Incident Support Organization (ISO)** and as a representative on the local MAC Group. Routine initial attack and other dispatch functions continue, but are separated from the ISO. Each office shall maintain a dispatch operating plan which will include authorities, roles, and responsibilities for expanded dispatch personnel, procedures for routine and emergency operations, the resource order process, job aids and references for the integration of buying teams and sources of supply.

The ISO works to provide logistical support to the host agency and the incident(s). The ISO is implemented to address the increased business volume and to supplement established organizations. Staffing positions in an ISO are to be based on need rather than preconceived organizational chart.

The ISO reports to the agency administrator and is composed of functional branches, **Expanded Dispatch, Technical Support, and Administrative Support**. The functional branches coordinate and cooperate to support the host agency and the incident(s).

33.1 EXPANDED DISPATCH

The **Expanded Dispatch** function of the ISO relieves the host agency's dispatch unit by focusing exclusively on the large or complex incident(s). During periods of multiple fires and/or large fires, it rapidly becomes necessary to separate the initial attack dispatching function from the organization supporting these fires. Activation of an Expanded Dispatch Organization should be preplanned. Adequate working space with all required communication equipment and trained personnel should be pre-identified.

Expanded Dispatch Functional Areas:

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- A. Overhead
- B. Crews
- C. Aircraft, Logistical
- D. Equipment
- E. Supplies

The volume of orders and complexity of the incident(s) determines staffing levels and the degree of expertise required of the expanded dispatch organization. In less complex situations, one dispatcher can handle more than one functional area. Additional personnel may also work within the expanded dispatch, such as data entry.

The **Expanded Dispatch Supervisory Dispatcher** is a facilitator accomplishing the direction provided by the Center Manager or Fire Management Officer who has delegated authority from the Agency Administrator. Facilitation is accomplished by adequately staffing and supervising the operations of the expanded dispatch organization, maintaining a positive and effective liaison with the host agency, incident management team(s), and assist in clarifying the roles and responsibilities for the ISO and the host agency dispatch unit as needed. The individual filling this position must be a qualified Expanded Dispatch Supervisory Dispatcher and capable of performing all functions within the expanded dispatch organization.

TRANSITION CHECKLIST

The following is a simple checklist for the transition from initial attack dispatching to major incident support:

State Coordination Center Responsibilities:

1. Ensure the completion of the Wildland Fire Situation Analysis (prepared by the Agency Administrator).
2. Order Interagency Incident Management Team/All-Risk Management Team and related support items (cache van, radios systems, etc.), as appropriate (See Appendix A).
3. Request a Temporary Flight Restriction – If required, request special VHF radio frequencies from SACC, as needed.
4. Implement a preplanned transition to an expanded dispatch (incident support) organization. This organization should be separate from the initial attack dispatch organization (see Section 30 of the National Interagency Mobilization Guide for further information).
5. Implement agency organization commensurate to the situation, including Safety Officer(s), Law Enforcement Officer(s), Information Officer(s), Hazardous Materials Coordinator(s), etc.
6. Designate agency person as incident information focal point at the Unit level.

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7. Notify cooperating agencies.

SACC Responsibilities:

- a. Notify appropriate agency management personnel (MAC Group, etc.) of the situation.
- b. Notify on-call IC of the situation. When Incident Management Team or All-Risk Management Team is ordered, ensure related support items (cache van, radios systems, etc.) are considered and requested by the ordering unit (See Appendix A).
- c. Order additional staffing for expanded operations and any local logistical support.
- d. Consider needs for staging area and personnel.
- e. Request that Public Affairs Officer is designated as incident information focal point at the Regional level (Forest Service only).
- f. Ensure an Agency Official is designated as a Technical Liaison when the Region is notified that Departmental or Administrative Officials will be visiting an incident (Forest Service only).

CHECKLIST FOR RELIEF DISPATCHERS

Each dispatch office should develop an Orientation Guide to aid relief dispatchers in becoming familiar with basic operating procedures necessary to perform their duties.

As a minimum, the Orientation Guide will include:

1. Operation of telephone/communications system(s).
2. Information on office facilities, building safety plan, and personal needs.
3. Public Information Officer Policy.
4. Duty schedules.
5. Chain of Command.
6. Who to contact in case of an accident.

33.2 TECHNICAL SUPPORT

The **Technical Support** Function of the ISO provides specialized skills, which assist off-incident support operations. These can vary from situation to situation. Common technical support functions are: telecommunications, caching of supplies, transportation services, equipment inspection, aviation ramp services, mobilization or demobilization center management, and security. In many situations, full time staffing of these support skills is unnecessary. If the situation requires more attention, it may become a full time responsibility for the duration of the incident(s).

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33.3 ADMINISTRATIVE SUPPORT

The Administrative Support function of the ISO provides administrative services for the host agency, ISO, and incident(s). These can vary from situation to situation. Common technical support functions are: equipment and personnel timekeeping services, procurement services such as a buying team, hiring of local Ads or casual employees, follow-up on local compensation and claims actions, providing fiscal advice and vendor payments.

An Incident Business Advisor (IBA1, 2 or 3) may be ordered by the agency administrator to assist with incident business.

33.4 MAC GROUP COORDINATOR

Refer to the National Mobilization Guide.

33.5 COMPLEXITY

Refer to the National Mobilization Guide.

33.6 EXAMPLE ORGANIZATIONS Refer to the National Mobilization Guide.

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34 SOUTHERN AREA COORDINATION CENTER ORGANIZATION

